

# PacifiCare of Texas

## Houston

Survey (CAHPS™3.0H) Results  
Response Rate 47%

### State Averages

Compiled from the 31 HMO  
companies surveyed  
Survey (CAHPS™3.0H) Results  
Response Rate 34%

Percentage who rated  
6 or lower

Percentage who rated  
7 or 8

Percentage who rated  
9 or 10

### State Averages

The bar graph is  
on a scale from  
0 = worst and  
10 = best.

On their health plan 18% 43% 39%

21% 38% 41%

On their health care 13% 37% 50%

12 35% 53%

On their specialist 13% 26% 61%

13 29% 57%

On their doctor or nurse 13% 39% 48%

13 35% 52%

Percentage who said they  
sometimes or never...

Percentage who said they  
usually...

Percentage who said they  
always...

### State Averages

Got care without long waits 21% 33% 47%

24% 32% 45%

Had doctors communicate well 8 27% 65%

8 30% 62%

Had courteous, respectful, & helpful office staff 5 22% 73%

8 26% 66%

Had their plan handle claims quickly & correctly 9 35% 56%

11 34% 55%

Percentage who said they had  
BIG problems...

Percentage who said they had  
SMALL problems...

Percentage who said they had  
NO problems...

### State Averages

Getting needed care 5 13% 82%

7 15% 78%

With efficiency & helpfulness of customer service 6 21% 73%

7 21% 72%